



Software withdrawal: IBM FileNet Image Services with Oracle Runtime Authorized User Value Unit Renewal

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Overview

Effective April 13, 2011, IBM® will withdraw from marketing, part numbers from the following product release licensed under the IBM International Program License Agreement:

Program number	Program name
5724-R95	IBM FileNet® Image Services

Only one Passport Advantage® renewal license is being withdrawn under PID 5724-R95, not the entire IBM FileNet Image Services product.

IBM is withdrawing renewals for support of the Oracle Runtime database sold with IBM FileNet Image Services. While new sales of this support contract was withdrawn some years ago, customers have been able to renew support for the Oracle Runtime licenses they purchased from FileNet.

Because Oracle no longer supports these licenses, PID 5724-R95 that requires support beyond December 31, 2011, will no longer be offered by IBM. Existing Oracle Runtime license support customers can order a full year of additional support before December 31, 2010, or partial-year support provided the support entitlement expires on or before December 31, 2011.

To plan for support beyond December 31, 2011, customers can either contact their Oracle representative to get an appropriate support contract directly from Oracle, or contact their IBM representative to discuss migrating from an Oracle database to an IBM DB2® database behind their Image Services instances.

Renewals will be allowed until April 30, 2011, although no support contract can extend beyond December 31, 2011.

Effective April 30, 2012, IBM will withdraw support from the following product release licensed under the IBM International Program License Agreement:

Program number	VRM	Program name
5724-R95	3.4.0	IBM FileNet Image Services

Only support for one Passport Advantage renewal license under PID 5724-R95 is being withdrawn, not the entire IBM FileNet Image Services product.

Description

Effective **April 13, 2011**, IBM will withdraw from marketing the following products licensed under the IBM International Program License Agreement. A replacement product and availability date is listed if one is available.

Withdrawn products		Replacement products	
Part number.	Product name	Part number	Product name
5724-R95	IBM FileNet Image Services		
E054ELL	FileNet Image Services w Oracle Runtime Authorized UVU Annual SW S&S Rnw1	None	

Technical support

Remote technical support is provided as defined by the International Passport Advantage Agreement.

Refer to the Software Support Web site for product support information

<http://www.ibm.com/software/support/>

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Corrections

(Corrected on February 21, 2011)

Updated the renewal information in the Overview.